

ABSTRACT

E-Maintenance System

5 A central server (50) of an e-maintenance system is
provided to receive status information from a plurality of
electronic devices (26, 28, 30, 32, 34, 36, 38, 40, 42, 44,
46 and 48) such as photocopiers, printers and scanners that
require maintenance from time to time. If appropriate, the
10 central server then sends a message to a maintenance
organisation (52) relevant to a particular one of said
devices, for example reporting that a fault has occurred
with that device. The message enables the maintenance
organisation to obtain status information relating to that
15 device from the central server.

Figure 3